

CERTIFICATE OF MAILING

I hereby certify that this Information Disclosure Statement and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date

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Mary E. Anza
(typed or printed name of person mailing paper)

Mary E. Anza
(Signature of person mailing paper)

10/090234
03/04/02
U.S. PRO



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

DANIEL McCARTHY ET AL.

Application No.: NYA

Filed: concurrently herewith

For: APPARATUS AND METHOD FOR
MONITORING PERFORMANCE
OF AN AUTOMATED RESPONSE
SYSTEM

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: Examiner: Not Yet Assigned
)
: Group Art Unit: NYA
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**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. §§ 1.56, 1.97 and 1.99**

Assistant Commissioner for Patents
Washington, D.C. 20231

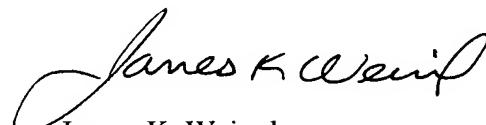
Dear Sir:

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, Applicant submits this Information Disclosure Statement pursuant to 37 C.F.R. §§ 1.97 and 1.99 in the above-identified application for consideration by the Patent Office. A listing of the cited documents is also enclosed, as well as, for the Examiner's convenience, copies of the documents.

Applicant does not intend to represent that the document submitted herein is material prior art to this invention or that the list represents an exhaustive search of documents related to this invention.

Applicant requests that the document submitted herein be considered and made of record in this application.

Respectfully submitted,



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